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## Interagency Contracts Coordinating Team (ICCT)

### Meeting Minutes

*February 14, 2006*

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**Attending:** Laura Nelson (OFM), Melanie Buechel (OSPI), Christopher Carlile (OFM), Susan DeBlasio (DOH), Debbie Dunn (DOP), Stephanie Gilliland (DSHS), Tom Goldsby (L & I), Del Hontanosas (CTED), Janice Huntley (DOL), Susan Johnsen (OFM), Meggan Leonard (OSPI), Larry Oline (ESD), Mark Tyler (DSHS), and Megan McKay (OFM).

#### **Advanced Contracting Class**

Laura presented a flowchart of the master contracts process for both GA and DOP. It was well received as a helpful tool to simplify and better understand the master contracts process. The handout will be included with the **Advanced Contracting** packets for future training. The next **Advanced Contracting** class is currently scheduled for May 25, 2006.

Laura asked the group for input regarding additional training exercises being considered for future classes. She handed out some ideas for the group to review and discuss. The objective for the additional exercises is to encourage content review and to solidify lessons learned from the training.

The ICCT agreed on the following exercise for the Advanced Contracting class:

- ⇒ Working in small groups, identify 3-4 services that agencies currently buy that could be purchased through a master contract (use handouts to remember all service categories.) Identify the risks associated with each of those services.

Also, it was suggested to ask the class participants for volunteers willing to share any lessons learned with the others.

#### **Subcommittee Report on Interagency Agreement Template**

Mark reported the group wasn't able to meet last month, due to conflicting schedules. He did state that the subcommittee is still in process of finalizing the term definitions for the IAA template.

Someone raised a question about "Plain Talk" and how it fits with the work of the subcommittee. Laura suggested any "Plain Talk" changes be reviewed/accepted by the AGO. Currently, the plan is to complete the IAA template and then forward it to the AGO (Spencer Daniels) for review and approval.

#### **GMAP Presentations**

Larry provided handouts and an overview of ESD GMAP information. He asked the group for additional ideas for measuring job performance because he wasn't pleased with the initial measurements ESD used and would like to make improvements.

The group provided Larry with feedback and some good ideas about performance measurements, as well as information about measures that aren't really accurate or meaningful (for example, if you measure the length of time to process a contract, what does that really tell you).

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Mark provided some information about the DSHS GMAP to the group. He received positive feedback from the group. Mark offered to share the actual presentation with the ICCT once it has been approved by the agency.

Del is also working on a CTED GMAP presentation and will forward it to Laura once it is complete. His presentation is a small part of the larger one being created by the agency.

Del asked about PSCD records and how far they go back. He suggested the following would be good measures:

- Response time to OFM (to questions asked by OFM)
- Sole source vs. competitive
- Late filings
- Response time - processing time - the time it actually takes to process

Mark said DSHS uses an “issues” database that captures information about staff consultation related to procurement, case management, payments, etc. It has been quite useful and continues to mature with information and use.

Tom said L & I uses a customer service survey. The survey was created to evaluate the quality of service the agency and employees are providing to the customers. The information gathered is used as part of the employee evaluation process and is also published on the agency website. An interesting point Tom emphasized is that the survey was distributed using the interoffice mail (vs. email) and the survey response was excellent. He said the survey has been extremely helpful in improving customer service and allows him to contact a dissatisfied customer. Tom follows-up on all complaints by calling the customer or meeting with them to discuss the problem. The process has been a positive one resulting in minimal customer complaints.

Mark and Del both agreed to forward their GMAP information to Laura once it becomes available to them. Larry believes he will be putting together another GMAP presentation sometime in the spring and he will also share the information with the ICCT.

**NEXT MEETING**

***The March ICCT meeting is cancelled - the next meeting will be April 11, 2006.*** The meeting will be held on the third floor of the General Administration building - Conference Room 331L, which is located next to the OFM Contract Services office. The meeting will begin at the usual time, 1:30 p.m. to 3:30 p.m.

**Agenda for April**

- Contracting Oversight Board Charter - Tom Goldsby
- Subcommittee Report - Mark Tyler or Stephanie Gilliland
- Guidelines Updates - OFM

If you have suggestions for other agenda items, please contact Laura Nelson, 725-5259.

*Meeting adjourned at 3:05 p.m.*